

TRAVEL CATEGORY MANAGER £500 PER DAY

Date of Birth: 9th March 1966 Nationality: British Marital status: Married

Employment Overview

During the last 10 months I have been employed by XXXX Capital, a large Russian Investment bank, working as part of the Global Corporate Services team. My role there was as the Global Travel Coordinator managing a travel spend of £30 million and leading projects in a number of emerging markets. For the previous three and a half years I was employed by XXX Bank and worked as a procurement manager. I was responsible for the Travel category managing a UK spend of £25 million as well as being part of the global travel team and the lead negotiator on the Global Airline Tender worth \$180 million.

Employment History

January 2008 – October 2008

Global Travel Co-ordinator – XXXX Capital

I joined XXXX Capital as a Global Travel Coordinator responsible for all areas of travel across the Globe. The company has a travel spend of £30 Million globally and had very few policies or procedures in place.

My remit was to:

- Develop a global travel policy
- Tender and contract with a TMC in all our locations
- Develop a corporate hotel programme
- Tender and contract with ground transportation suppliers
- Look for a global credit card programme to suit our needs
- Employ and develop a global travel team
- Create travel category plans for 2009, agree and manage goals
- Develop MI Locally and Globally for top management and business heads to ensure spend is controlled
- Work with IT to develop an on-line approval system
- Explore self booking options in our mature markets
- Set savings targets and work with the local travel managers to apply the correct methodology for each market to ensure that a true measure was given to the savings achieved
- Build strong supplier relationships across the globe
- Prepare monthly travel updates and attend key management meetings
- Produce risk assessments for each location to identify / assess any potential risk and find solutions
- Respond to any day to day issues that may arise

During my time with XXXX I travelled extensively acting as lead on a number of projects and tenders in Moscow, Nigeria, Kazakhstan, Kenya, Dubai and New York. I also assessed how the travel category was set up in each location and provided written reports to local management on how to have make more efficient use of their staff. During the 10 months of employment 90% of the tasks listed above had been completed thus leaving XXXX with a solid foundation to build on moving the category forward.

May 2004 – December 2007

Procurement Manager – XXX Bank - Travel

Just before leaving XXX BANK I finalized the global airline tender with a total budget of \$180 million. The contracts were to be fixed for 2 years with an estimated saving of over \$4 million per year.

Other projects I have managed include:

- Ground Transportation – Development of XXX BANK cars and being the 1st major London based corporate to implement an independent on-line system resulting in a saving of over 10% (£300K) of our yearly spend.
- Yearly hotel tender – On going and year on year has delivered a cost saving or cost avoidance depending on location and the market.
- On-Line booking tool Tender – Implemented our own on-line booking tool to achieve savings of around £360K per year.
- Corporate Credit Card Tender – Managed the tender and the implementation of the move from the American Express card to our own XXX BANK MasterCard to deliver a saving of €2.5 million.

Other areas of my role include

- Meeting on a regular basis with the COO and SEVP's
- Member of the SRFP Board
- Updating Travel Policies
- Monitoring policy compliance
- Arranging travel booker user groups
- Travel forums
- Producing monthly MI
- Training on travel policy, systems and suppliers
- Producing Travel Booker guide
- Travel Insurance
- Produce and monitor KPI's / SLA's
- Supplier Management

The UK Travel Manager role at XXX BANK was very hands on and one that was unique within the XXX BANK procurement department in London.

Apr 2001 – May 2004

YYY Travel Ltd – XXX BANK Dedicated Account Manager

Working as the Account Manager for XXX BANK a large Dutch Investment Bank in London. I report directly to the Global Corporate Travel Manager within XXX BANK. Since the Travel Manager took on her Global role in December 2001 I have become the day-to-day contact for any problems that may arise within the bank.

I deal with any special issues, supply data for rate negotiations, monthly management reports, analyze trends and travel patterns, staff recruitment, staff reviews, customer complaints, organize travel functions, organize booker user groups as well as running booker training sessions, maintaining supplier relationships and co-ordinating training events for staff.

Since August 2002, in addition to fulfilling my role as Account Manager, I also provided maternity cover for the Operations Manager. This has involved all aspects of day-to-day running of the office from a front line perspective.

I was asked to join the XXX BANK account from day one and was responsible for the implementation of this account from scratch.

Apr 2000 – Apr 2001

YYY Travel Ltd – Account Manager

In April 2000 I promoted as Account Manager for a large French Investment Bank. I was responsible for the implementation of this account from day one. Unfortunately due to the pressure placed upon the team, the assigned Operations Manager resigned from the role and I was left with the responsibility of operations until a replacement was found some 4 months later. My duties were very similar to those outlined above and the account was very demanding since not all departments within the bank were not happy with the change of agency initially. It took a great deal of hard work and perseverance to win them over.

Oct 1997 – Apr 2000

YYY Travel Ltd – Corporate Leisure Manager

I was asked to take over as the Manager of this area of business as it had previously been badly managed and had a poor reputation within the company. I took control by assessing the staff in place, took the decision to learn their role first hand, understood their frustrations and problems and turned the whole thing around by motivating the staff and making them believe that they were good at their job and we turned our poor reputation into a positive and successful

department. Business was increased as a result of other YYY Managers urging their clients to use our service. I successfully managed the transfer of the business from Hammersmith to the City of London in July 1999 and from then on concentrated on staff development and on-going training, account liaison, sales presentations and reservations for VIP clients.

Aug 1993 – Oct 1997

YYY Travel Ltd – Manager (Aug 1995 – Oct 1997), Senior Consultant (Aug 1993 – Aug 1995)

I was based at the dedicated implant within a client where I was responsible for 2 staff. My duties included business travel sales, accounts and administration, credit control, staff recruitment, training and development, sales presentation and client liaison.

Prior to being promoted as the Manager of this branch, I was a senior business travel consultant for 2 years. My duties included business travel sales, administration and ticketing.

Sept 1990 – Aug 1993

ZZZ Travel – Asst Manager / Snr Travel Consultant

My duties included travel sales, administration, foreign exchange, staff recruitment, training, development and appraisals. On a day-to-day basis I was responsible for the smooth running of the operation.

Mar 1985 – Sept 1990

– Travel Sales Consultant

My duties included retail and business travel, accounts, consolidated fares, and assisting with the production of a regular travel brochure which involved twice-yearly visits to Mauritius to negotiate rates and to inspect properties.

Educational Qualifications

- 7 O Levels
- C&G
- Global Procurement Training level 1, 2 & 3
- TRX Global Data System
- Enable – On-Line procurement tool for RFI's/RFP's and contracting
- Coaching For Success
- Management Skills & Staff Motivation
- Sales & Customer Service Skills

Professional Membership

Chartered Institute of Purchasing and Supply – Level 4 achieved working towards level 5.

Personal Profile

I consider myself to be a mature, reliable and outgoing person who is extremely committed and ambitious with the will to succeed. I enjoy a challenge and find that I am able to cope with most situations, both in work and outside. I am enthusiastic and patient, and have the ability to work under pressure.

My past work experience and study have given me strong communication and interpersonal skills, as well as varied knowledge and confidence, which I hope to use and build upon in a challenging career.